Indian BPOs

1552. SHRI B.K. HARIPRASAD: Will the Minister of COMMUNICATIONS AND INFORMATION TECHNOLOGY be pleased to state:

(a) whether Government has taken note of an investigation launched by UK law enforcement authorities on the alleged sale of medical records sent for computerization by Indian BPOs;

(b) whether the investigation by the UK police have revealed that private patient's medical records including sensitive personnel information held by Indian BPOs for transcription are sold by BPO staffers in India;

(c) whether such incidences involving Indian BPOs lead to substantial public opinion building in the western world against outsourcing; and

(d) whether Government has assessed the extent of potential damage such incidents would cause for Indian BPO industry?

THE MINISTER OF STATE IN THE MINISTRY OF COMMUNICATIONS AND INFORMATION TECHNOLOGY (SHRI SACHIN PILOT): (a) and (b) As per the records available with the Ministry of Home Affairs (MHA), there is no information regarding formal investigation by UK Law Enforcement Authorities. As per National Association of Software and Services Companies (NASSCOM), formal investigation into the case have been launched by the Pune Police based on a complaint lodged by NASSCOM-Data Security Council of India (DSCI).

(c) and (d) Such incidents have the potential to temporarily create concerns regarding data security in India. However, creating a deterrent would have a salutary effect in containing such incidents. In order to deal with such incidents effectively, the Government has strengthened the legal framework to deal with cyber crimes involving privacy of information held in computer systems and networks.

The Information Technology Act, 2000 along with the Information Technology (Amendment) Act, 2008 (ITAA) provides for privacy of information held in the computer systems and networks. Section 43, Section 43A, Section 72 and Section 72A of the Act address the issue of breach of confidentiality and privacy. Section 43A fixes the responsibility on the body corporate and companies to adequately protect the sensitive data of information, which they own, possess, control or operate. Section 72A provides for breach of lawful contract which will prevent any intermediary and service provider, who has secured any material or information from a user, from passing it on to other persons, without the consent of the user.

Delivery of mails and money orders

1553. SHRI VARINDER SINGH BAJWA: Will the Minister of COMMUNICATIONS AND INFORMATION TECHNOLOGY be pleased to state:

(a) whether there has been a steep decline in postal services such as delivery of ordinary and money orders etc. so much so that large quantity of ordinary mail goes undelivered and the money orders etc., get delayed not only for weeks but months;

(b) whether Government would appoint special overseers to ensure proper delivery of the ordinary mail as also timely delivery of money order etc. after fixing reasonable normal time for their delivery; and

(c) if not, in what manner Government would ensure to remove all round degradation in the postal services?

THE MINISTER OF STATE IN THE MINISTRY OF COMMUNICATIONS AND INFORMATION TECHNOLOGY (SHRI GURUDAS KAMAT): (a) No, Sir. The Department has fixed norms for delivery of mail across the country, and delivery of mail including money orders, is done within these norms. A few cases of delay in delivery of mail are reported and remedial action is taken to eliminate the delay in future. This position is also borne by the percentage of complaints received *vis-a-vis* total traffic of ordinary mail and money orders is 0.0001% and 0.03% respectively.

(b) There is no proposal to appoint special overseers. A copy of the norms for delivery of mail is given in the enclosed Statement (*See* below).

(c) In order to improve the quality of mail transmission and delivery services, an initiative has been taken to optimize mail office network, enhance efficiency of network and reduce cost of operations.

Other measures taken by the Department of Posts to improve mail transmission and delivery services are follows.

1. Three freighter aircraft have been inducted for carriage of mail between major metro cities and the North East region.

2. Regular monitoring of mail routing and delivery is undertaken by posting Test Letters and Trial Cards.

3. Surprise checks on delivery of mails by the supervisory staff and officers.

4. Live mail survey at regular intervals both in rural and urban areas to identify weak links and streamline the mail transmission and delivery system.

5 To cope up with the seasonal mails, separate centres with adequate manpower are opened to give expeditious handling to such mail.

6. Enhanced use of Pin Code and its popularization.

Statement

Norms for Delivery of Mail

Category of Mail	Norms for delivery
Local	D+1 Next day after day of posting.
Within the district	D+2 Within 48 hrs after day of posting
Within the State	D+2 to D+3 Within 48 to 72 hrs after the day of posting
Mail for other States	D+3 to D+5 Depending on the distance involved and transport link available.
	Mail to from branch post offices take a day more.
First class mail between metro cities (Delhi, Mumbai, Kolkata, Chennai, Hyderabad and Bangaluru)	D+2 to D+3 Within 48 to 72 hrs after the day of posting
First class mail between State Capitals and Delhi	D+2 to D+3 Within 48 to 72 hrs after the day of posting
Registered mail	1 to 2 days more than ordinary mail, depending on the distance and number of points of handling en route.
Money Order	1 to 2 days more than ordinary mail, depending on the distance and number of points of handling en route.

- These norms apply to normal areas. Mails relating to hilly, tribal and remote areas will take longer, depending on local conditions of specific areas. These broad norms are subject to transport, mail carrying trains, aeroplanes, buses and other means of transmission maintaining their prescribed schedules. Also, the time indicated does not include holiday/Sunday.
- These norms apply to mails that are booked at counters before cut-off timing or are posted in letter boxes before the last hour of clearance for the day. The cut-off timing are fixed in a manner that all the articles booked till the final cut-off time is included in the last dispatch. Cut-off time indicates that articles booked upto that time only can be included in the current day's dispatch. Articles can still be booked after the cut-off time, but would be included in the next day's dispatch.

Proposal received from Government of Madhya Pradesh

†1554. SHRI RAGHUNANDAN SHARMA: Will the PRIME MINISTER be pleased to state:

†Original notice of the question was received in Hindi